



Service Bulletin

Bulletin No.: PIT6501

Date: April, 2026

PRELIMINARY INFORMATION

Subject: Radio Data Reset Instructions

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2026		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVE
Condition	A customer may comment that the infotainment system has either a black screen or is frozen.
Cause	This may be due to software anomalies that may be corrected by a reset of the infotainment system.

Correction

Using Service Programming, select the A11 Radio, "ONLY USE if following PIT6501 Radio Data Reset Instructions" option and then Normal.

Performing this operation will cause all information in the radio to be deleted and will restore it to factory settings.

Once completed, the customer will have to reconfigure their radio to their preferences after the reset.

If the reset did not correct the concern, continue with published Service Information diagnostics.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3429852	Infotainment System Reset	0.5 Hr.

Version	1
Modified	04/14/2026 Created On

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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